

COMBINED DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled HANDLING SERVICE REQUESTS, the specification of which was filed on December 6, 2001 as Application Serial No. 10/008,595.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose all information I know to be material to patentability in accordance with Title 37, Code of Federal Regulations, §1.56.

I hereby appoint the following attorneys and/or agents to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith:

Scott C. Harris, Reg. No. 32,030
Bing Ai, Reg. No. 43,312
Paul A. Pysher, Reg. No. 40,780
Frederick H. Rabin, Reg. No. 24,488
Natasha C. Us, Reg. No. 44,381
Samuel Borodach, Reg. No. 38,388
Denis G. Maloney, Reg. No. 29,670

David L. Feigenbaum, Reg. No. 30,378
Hans R. Troesch, Reg. No. 36,950
Samuel L. Lee, Reg. No. 42,791
John C. Phillips, Reg. No. 35,322
Richard J. Anderson, Reg. No. 36,732
William J. Egan, III, Reg. No. 28,411

Address all telephone calls to SCOTT C. HARRIS at telephone number (858) 678-5070.

Address all correspondence to SCOTT C. HARRIS at:

FISH & RICHARDSON P.C.
4350 La Jolla Village Drive
Suite 500
San Diego, CA 92122

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patents issued thereon.

Full Name of Inventor: THAI Q. NGUYEN

Inventor's Signature: Thai Q. Nguyen

Date: 02/21/02

Residence Address:

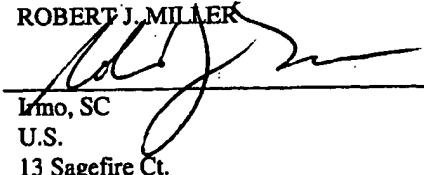
Columbia, SC

Citizenship:

U.S.

Post Office Address:

4 Lord Nelson Ct.
Columbia, SC 29209

Full Name of Inventor: ROBERT J. MILLER

Inventor's Signature: _____ Date: 2/21/02
Residence Address: Irmo, SC
Citizenship: U.S.
Post Office Address: 13 Sagefire Ct.
Irmo, SC 29063

Full Name of Inventor: KENNETH C. CRETA

Inventor's Signature: _____ Date: _____
Residence Address: Gig Harbor, WA
Citizenship: U.S.
Post Office Address: 3010 37th St. NW
Gig Harbor, WA 98335

Full Name of Inventor: ROBERT J. MILLER

Inventor's Signature: _____ Date: _____
Residence Address: Irmo, SC
Citizenship: U.S.
Post Office Address: 13 Sagefire Ct.
Irmo, SC 29063

Full Name of Inventor: KENNETH C. CRETA

Inventor's Signature: Kenneth C. Creta Date: 2/21/02
Residence Address: Gig Harbor, WA
Citizenship: U.S.
Post Office Address: 3010 37th St. NW
Gig Harbor, WA 98335

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